



CATAPULT

FSKOCM006

Use oral communication skills to participate in workplace teams

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit FSKOCM006.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/FSKOCM006/>

Trainer/assessor guide

FSKOCM006

Use oral communication skills to participate in workplace teams

Welcome to this unit of study

This unit describes the skills and knowledge required to participate in and contribute to workplace teams, such as providing services and information, communicating workplace instructions and messages, or participating in team meetings.

An individual performing these tasks works independently and uses familiar support resources as needed.

This unit applies to individuals who use, or are preparing to use, oral communication skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit should be integrated and contextualised with vocational training to support achievement of vocational competency.

This unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) oral communication core skill indicators .07 and .08 at level 3 in the workplace and employment domain of communication.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Plan to interact in workplace team.....	5
Identify the purpose of a workplace team interaction.....	5
Identify the workplace audience and establish appropriate register	7
Identify information relevant to the exchange	8
Oral communication strategies.....	9
Check your understanding	11
Topic 2: Interact effectively in workplace team	13
Use oral communication strategies for routine interaction.....	13
Grammar, vocabulary, and pronunciation	15
Non-verbal communication.....	22
Check your understanding	27
Topic 3: Review interaction	29
Seek feedback and evaluate effectiveness of your participation	29
Review the success of the interaction to meet workplace outcomes	32
Identify areas for improvement in communication	33
Check your understanding	35
References.....	37
Assessment workbook	39
Unit information	41
What is competency-based assessment?.....	42
How will my competency be assessed?.....	43
Assessment agreement	44
Foundation skills checklist.....	45
Skills recognition.....	46
Topic 1: Plan to interact in workplace team.....	47
Topic 2: Interact effectively in workplace team	48
Topic 3: Review interaction	49
Knowledge questions	50
Topic 1: Plan to interact in workplace team.....	51
Topic 2: Interact effectively in workplace team	53
Topic 3: Review interaction	55
Topic 4: Specific knowledge evidence	57
Performance tasks.....	65
Third party evidence collection agreement	66
Topic 1: Plan to interact in workplace team.....	68
Topic 2: Interact effectively in workplace team	70
Topic 3: Review interaction	72

Completion record..... 74

Unit mapping..... 75

Trainer/ assessor user instructions..... 77

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Plan to interact in workplace team
- » Interact effectively in workplace team
- » Review interaction

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
